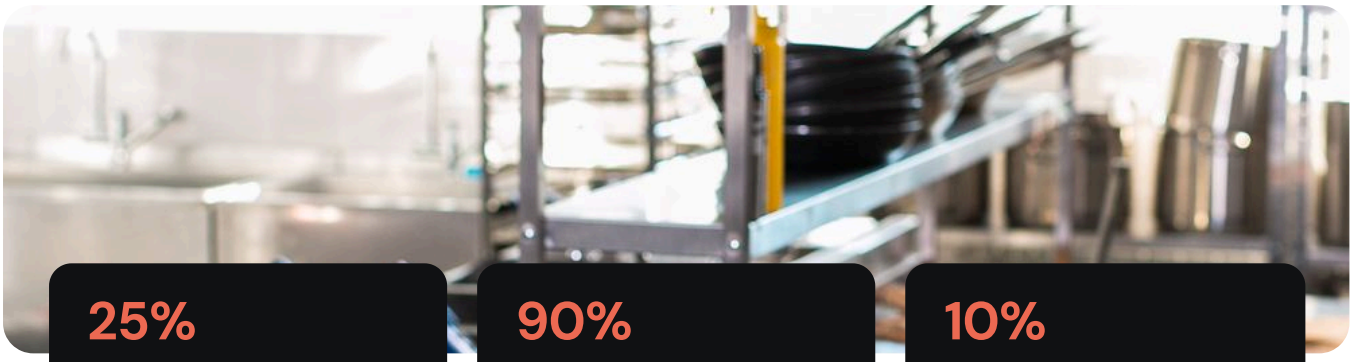
Restaurants & QSR | Global

A quick-service restaurant chain cut equipment downtime by 25%

A popular QSR chain replaced manual maintenance tickets with digital requests, an equipment database and preventive plans across its outlets, reducing downtime and paperwork errors.



25%
less equipment downtime

90%
fewer paperwork-related errors

10%
lower overall maintenance costs

AT A GLANCE

INDUSTRY
Quick-service restaurants

SIZE
Medium

LOCATIONS
Multiple outlets

PREVIOUSLY
Manual maintenance tickets

FEATURES USED
Assets | Work | Maintenance | Insight

01 The client

The client is a popular quick-service restaurant chain with outlets that rely on kitchen and service equipment running all day.

When a piece of equipment breaks down, an outlet's service suffers immediately. Maintenance requests, staff and records were all handled by hand.

02 The challenge

Recurring breakdowns and manual maintenance processes disrupted outlets, hurt customer satisfaction and increased downtime, while tickets and maintenance staff were coordinated by hand.

- Unplanned equipment failures disrupted service.
- Maintenance tickets were tracked manually.
- Maintenance manpower was hard to coordinate across outlets.
- Paper records led to errors and lost maintenance history.

03 What they set up in Asset Infinity

After assessing its maintenance workflows, the chain configured Asset Infinity for its equipment, requests, preventive plans and technician assignment.

Assets

A database of restaurant equipment

Every piece of restaurant equipment is recorded with its specifications and maintenance history, outlet by outlet.

Work

Digital maintenance requests

Outlet staff submit maintenance requests from the web or mobile app instead of on paper, and each becomes a tracked work order.

Maintenance

Preventive maintenance plans

Equipment is serviced on a schedule, so fewer breakdowns interrupt service and faults are found earlier.

Insight

Workload and history reports

Reports on technician workload and past jobs help managers plan maintenance staff and cut idle time.

04 How it works day to day

Here is what happens now when equipment needs attention in an outlet.

OUTLET STAFF

Report the problem

Staff raise a request from the app or by scanning the QR label on the equipment, adding a photo and priority.

SYSTEM

Creates the work order

The request becomes a work order linked to that piece of equipment and its history, and the maintenance manager is notified.

MAINTENANCE MANAGER

Assigns a technician

The manager checks technician workload and assigns the job. The technician is notified on the mobile app.

TECHNICIAN

Fixes and closes

The technician records the fix, parts used and photos, then closes the work order. The record replaces the paper log.

SYSTEM

Schedules preventive work

Preventive plans raise work orders when equipment is due for service, before it breaks down during trading hours.

SYSTEM

Chases waiting jobs

A request left untouched triggers a reminder, so outlets are not left waiting.

OPERATIONS MANAGER

Reviews across outlets

Dashboards show downtime, open requests, costs and technician workload, helping plan manpower.

05 Before and after

	BEFORE	WITH ASSET INFINITY
Reporting a breakdown	Manual tickets	Digital requests from app or QR label
Equipment records	Paper, with errors	Central database; 90% fewer paperwork errors
Maintenance approach	Reactive, unplanned failures	Preventive plans; 25% less downtime
Manpower	Coordinated by hand	Workload visible; 20% better allocation
Customer experience	Disrupted by breakdowns	15% higher satisfaction
Maintenance cost	Driven by breakdowns	10% lower

06 How it rolled out

1

Diagnostic assessment. The client and the Asset Infinity team reviewed existing maintenance workflows and challenges.

2

Equipment cataloged. All restaurant equipment, its specifications and maintenance history went into one database.

3

Requests and plans set up. Digital requests, preventive schedules and technician assignment were configured to the chain's needs.

07 The results

15% increase in customer satisfaction at outlets

20% better manpower allocation efficiency

- Faster response to breakdowns
- Accurate, accessible maintenance records for every outlet

08 Why it worked

Started from the workflow

An assessment of how maintenance already ran shaped the setup, so outlets adopted it quickly.

Equipment history in one place

A central equipment record made every repair count toward planning the next service.

Simple for outlet staff

Reporting from a phone replaced paper tickets, so problems were raised sooner.

09 Looking ahead

By combining an equipment database, digital requests and preventive plans, the chain has fewer breakdowns during service and responds faster when one happens.

The maintenance history now recorded for each piece of equipment helps the chain plan its maintenance team and decide when equipment needs servicing or replacing.

See it on your own assets

A 30-minute demo, set up for a restaurant or QSR chain.

The client's name is withheld for confidentiality. Results are as reported by the client.

Book a demo

Start a 14-day free trial